

## **YORK COUNTY JOB DESCRIPTION**

### **JOB TITLE: DISPATCHER EMERGENCY COMMUNICATIONS/FIRE AND LIFE SAFETY**

#### **GENERAL STATEMENT OF JOB**

Performs specialized emergency radio and communications work for the County Central Dispatch Department, serving as dispatcher on an assigned shift. Receives incoming calls on emergency 911 lines, dispatches applicable personnel; Operates a computer terminal connected to the Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC). Dispatches units or representatives from fire departments, rescue squads, animal control, public utilities, etc. Work is performed under the general supervision of the Communications Supervisor and the Communications Manager.

#### **ESSENTIAL JOB FUNCTIONS**

Operates a two-way radio or telephone to receive and transmit messages for County Sheriff's Department, emergency medical services, public utilities and animal control, etc.; receives complaints and requests for service by telephone or radio and in person; obtains necessary information and operates computer aided dispatch computer to dispatch necessary officials and/or advises caller of proper contact for assistance or information.

Operates a computer terminal connected with the Virginia Information Center and the National Crime Information Center to obtain driver's history, vehicle registration data, gun permit verification and criminal record information; enters information into network such as missing person identities, descriptions of stolen vehicles or other articles; corresponds with other law enforcement or public services jurisdictions; processes and maintains records of information obtained.

Receives and responds to calls on administrative lines and provides a variety of information to the general public or routes calls to appropriate personnel.

Monitors and operates TDD teletype to communicate with hearing-impaired callers.

Maintains a log sheet on all complaints and services requested; maintains knowledge of location and activities of various emergency response personnel; prepares activity reports and assigns case numbers.

Provides emergency medical instruction over the phone to callers until dispatched personnel arrive.

Monitors County and private alarm systems.

Maintains a log of computer and equipment malfunctions and problems.

Perform clerical functions such as typing, filing, and preparing memoranda.

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Assists in maintaining and updating street index.

Inspects equipment at beginning of each shift to ensure proper operation; reports computer and equipment malfunctions and problems.

### **ADDITIONAL JOB FUNCTIONS**

Changes tapes and makes duplicates, as necessary.

Assists in training of newly hired communications personnel.

Performs other related work as required.

### **EDUCATION AND EXPERIENCE**

Graduation from high school, and 1 to 2 years telecommunications work; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

### **SPECIAL REQUIREMENTS**

Must hold or have the ability to acquire the Basic Dispatcher State Certification. Ability to obtain Bi-Annual State Recertification VCIN/NCIC.

### **PHYSICAL AND MENTAL STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including computer terminals, radios, copiers, etc. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, logs, operational manuals, etc. Requires the ability to prepare correspondence, reports, forms, logs, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style.

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Requires the ability to speak to people with poise, voice control and confidence, including communicating via two-way radio.

**Intelligence:** Requires the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide. Must be able to utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and in emergency situations.

**Physical Communication:** Requires the ability to talk and hear. Must be able to communicate via telephone and radio equipment.

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approval:** \_\_\_\_\_